

FIG. 1

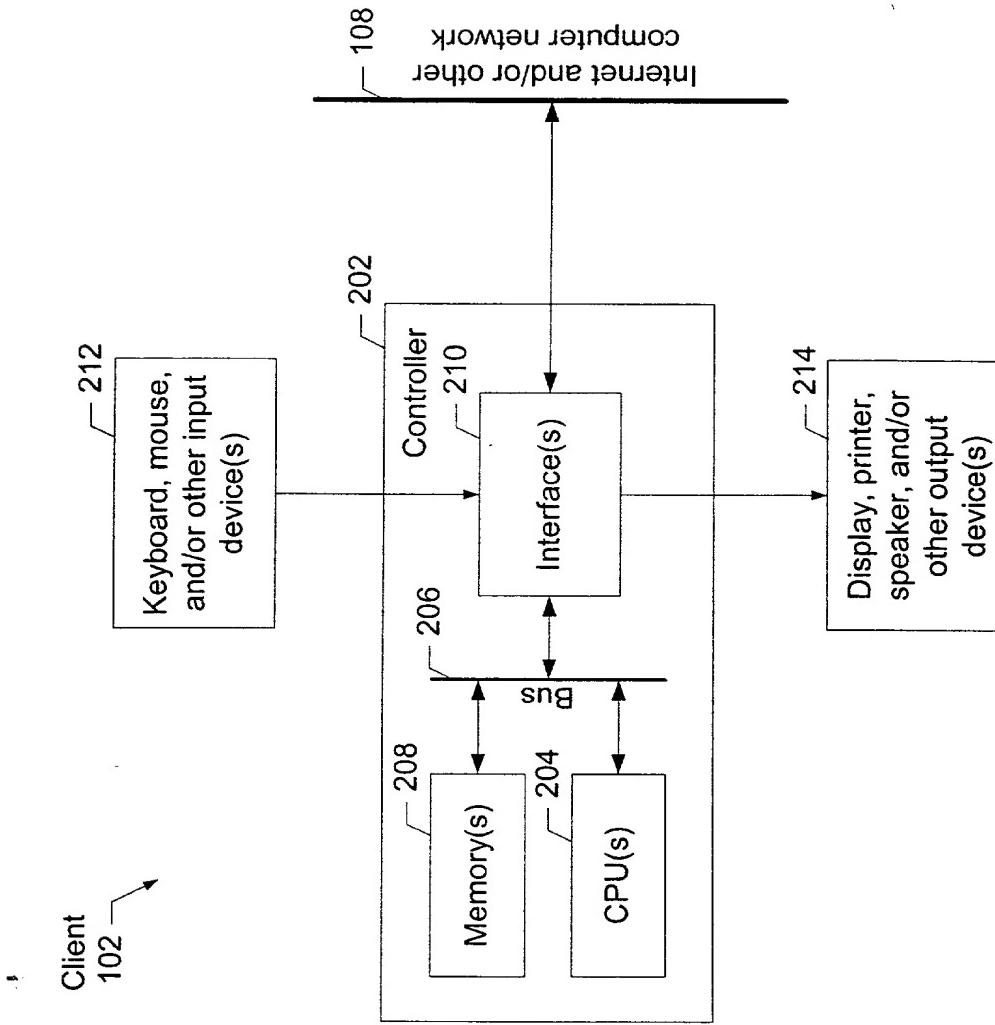


FIG. 2

Repair Scheduling Server

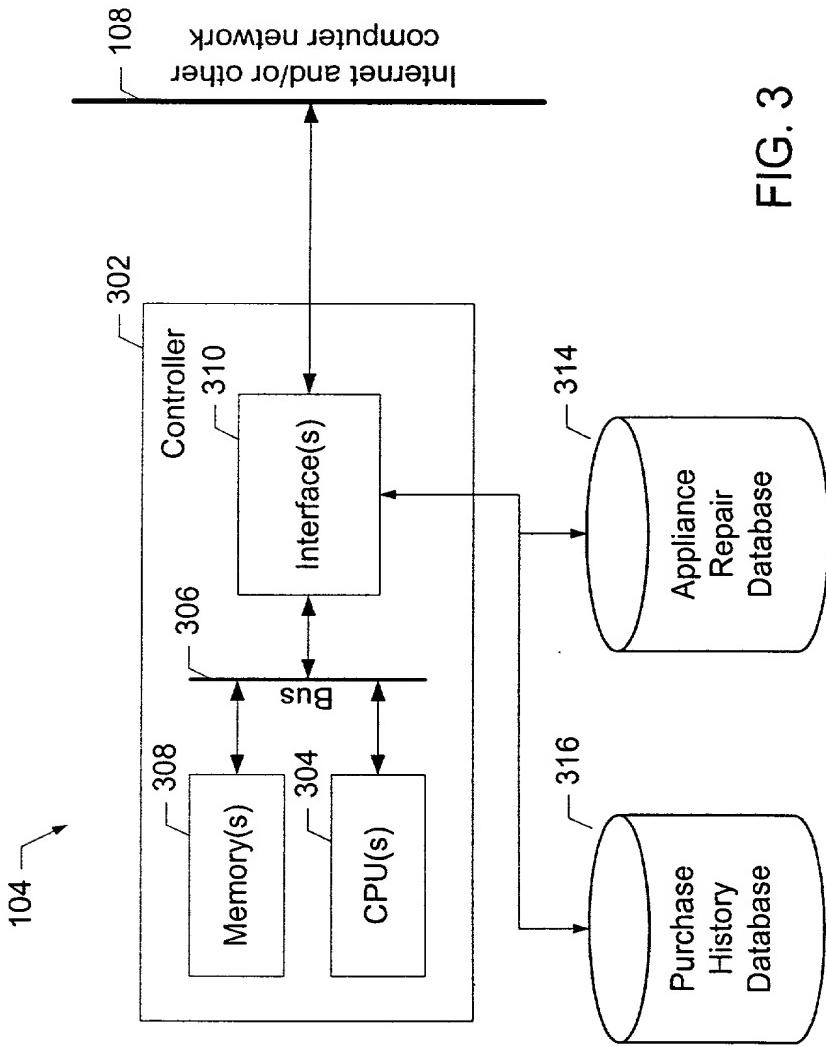


FIG. 3

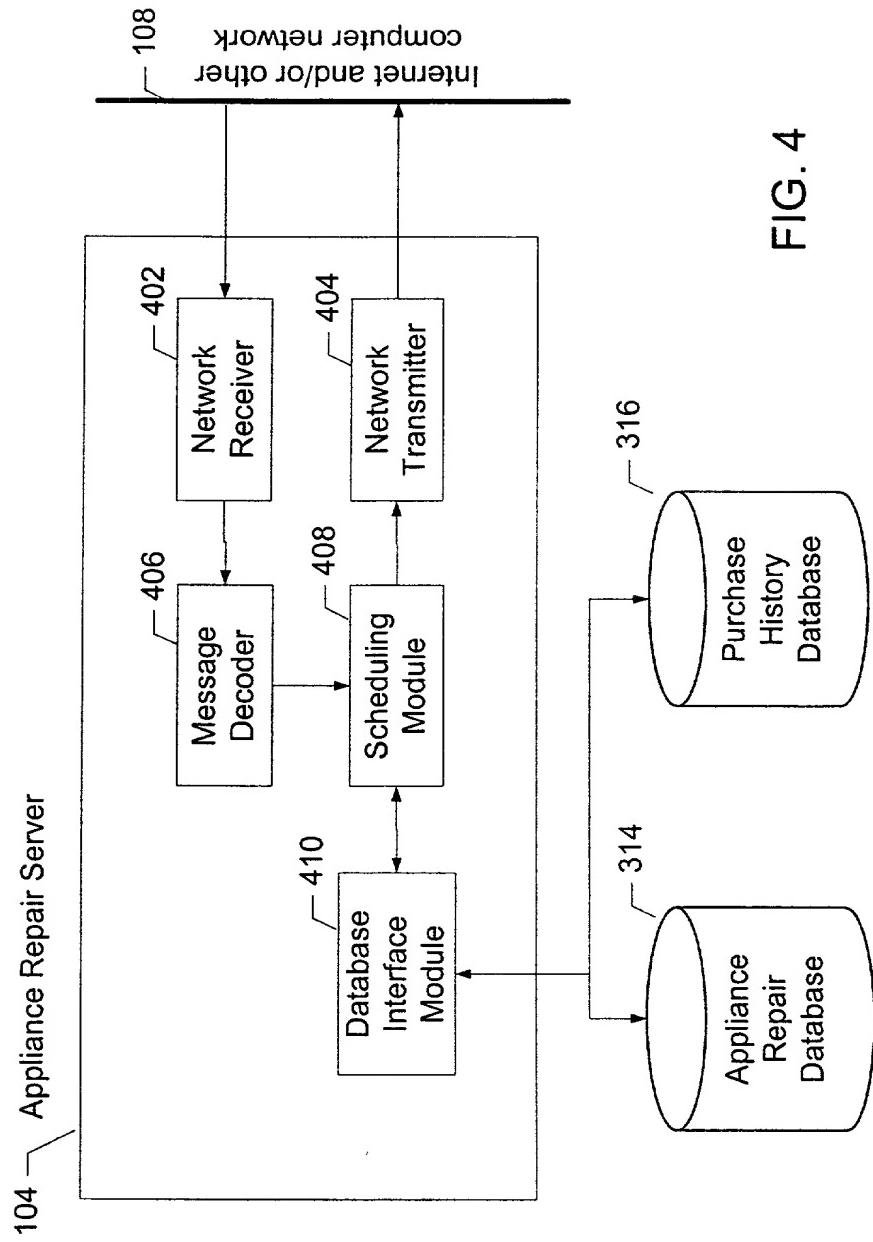


FIG. 4

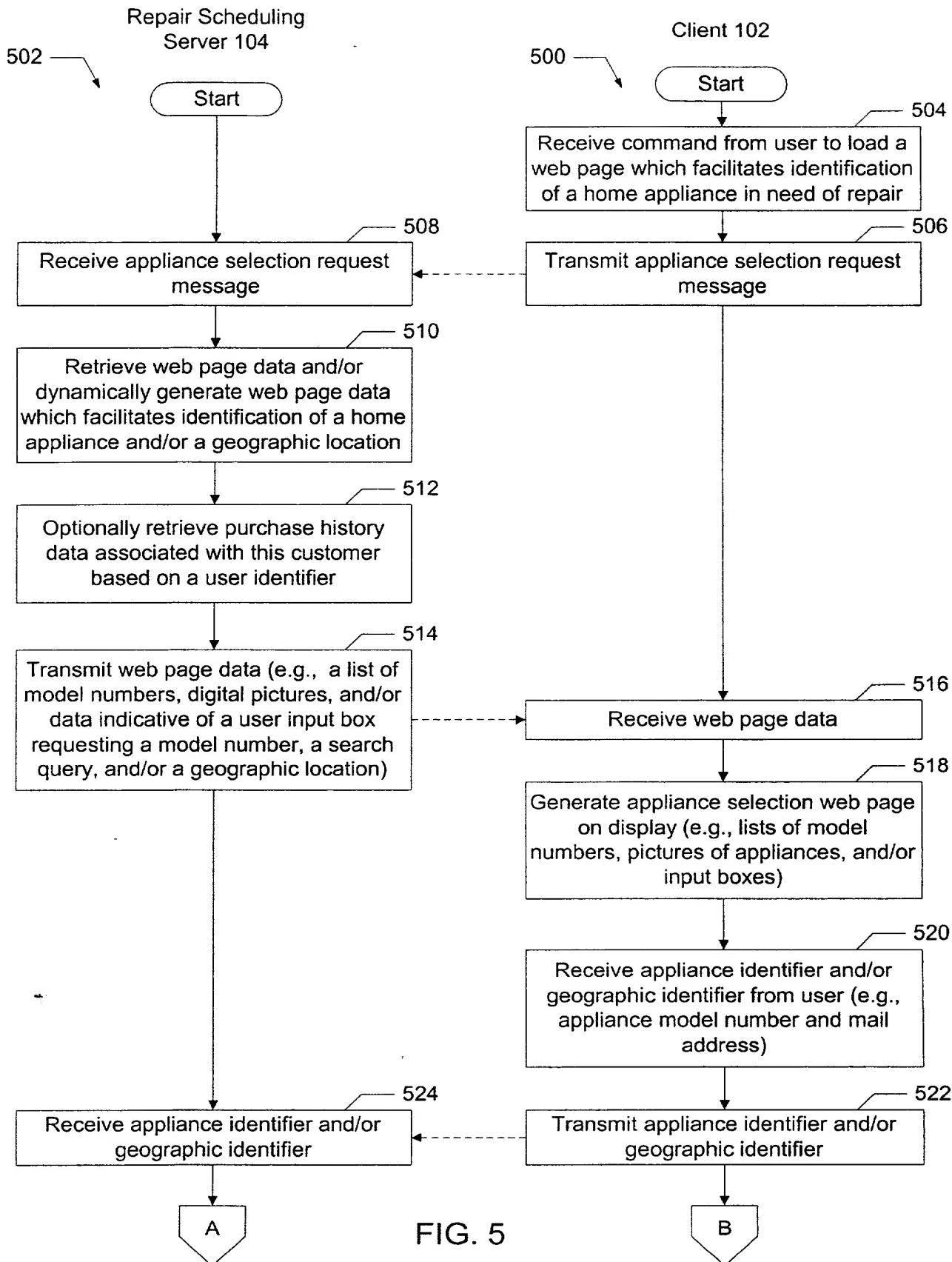


FIG. 5

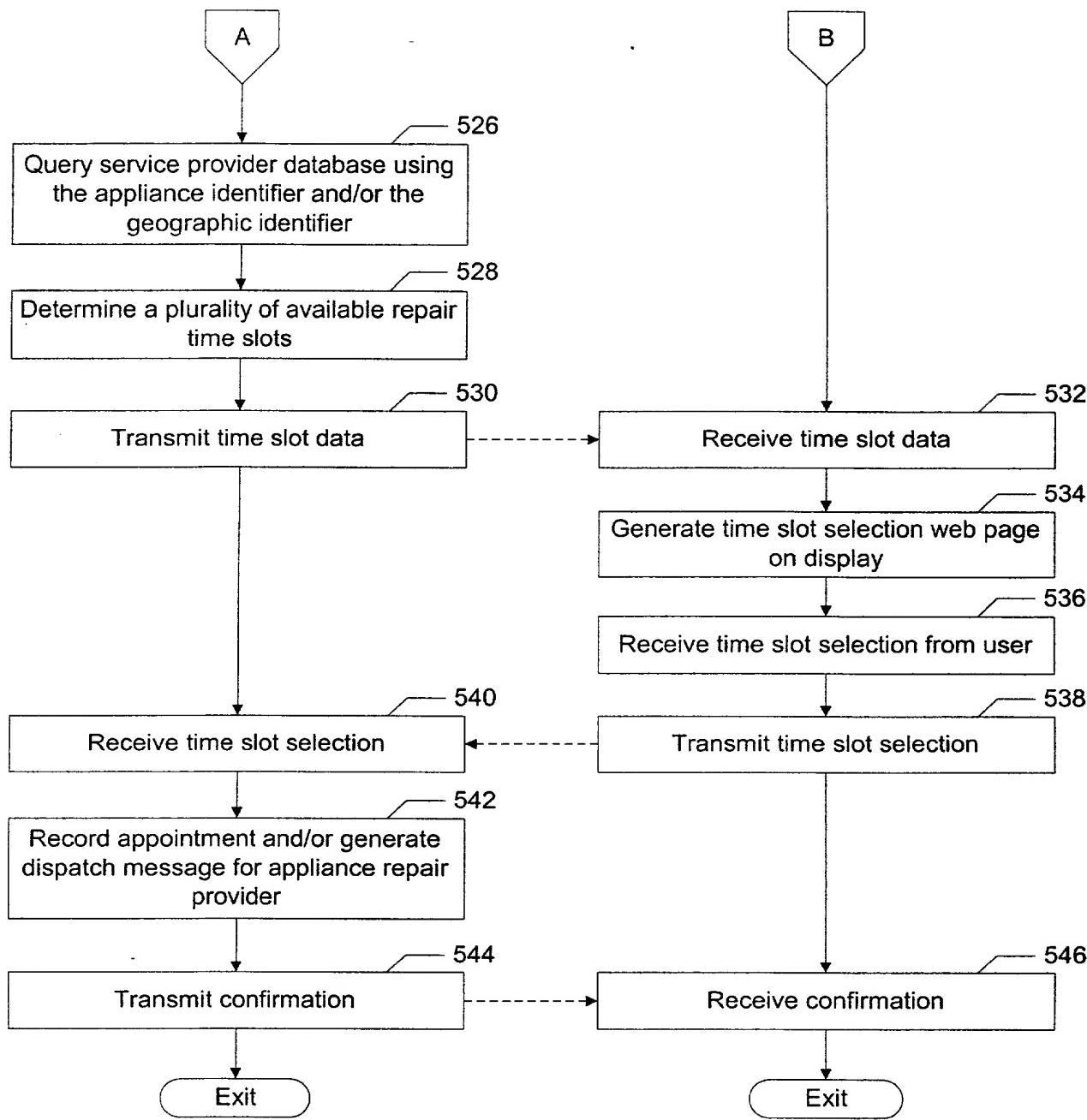
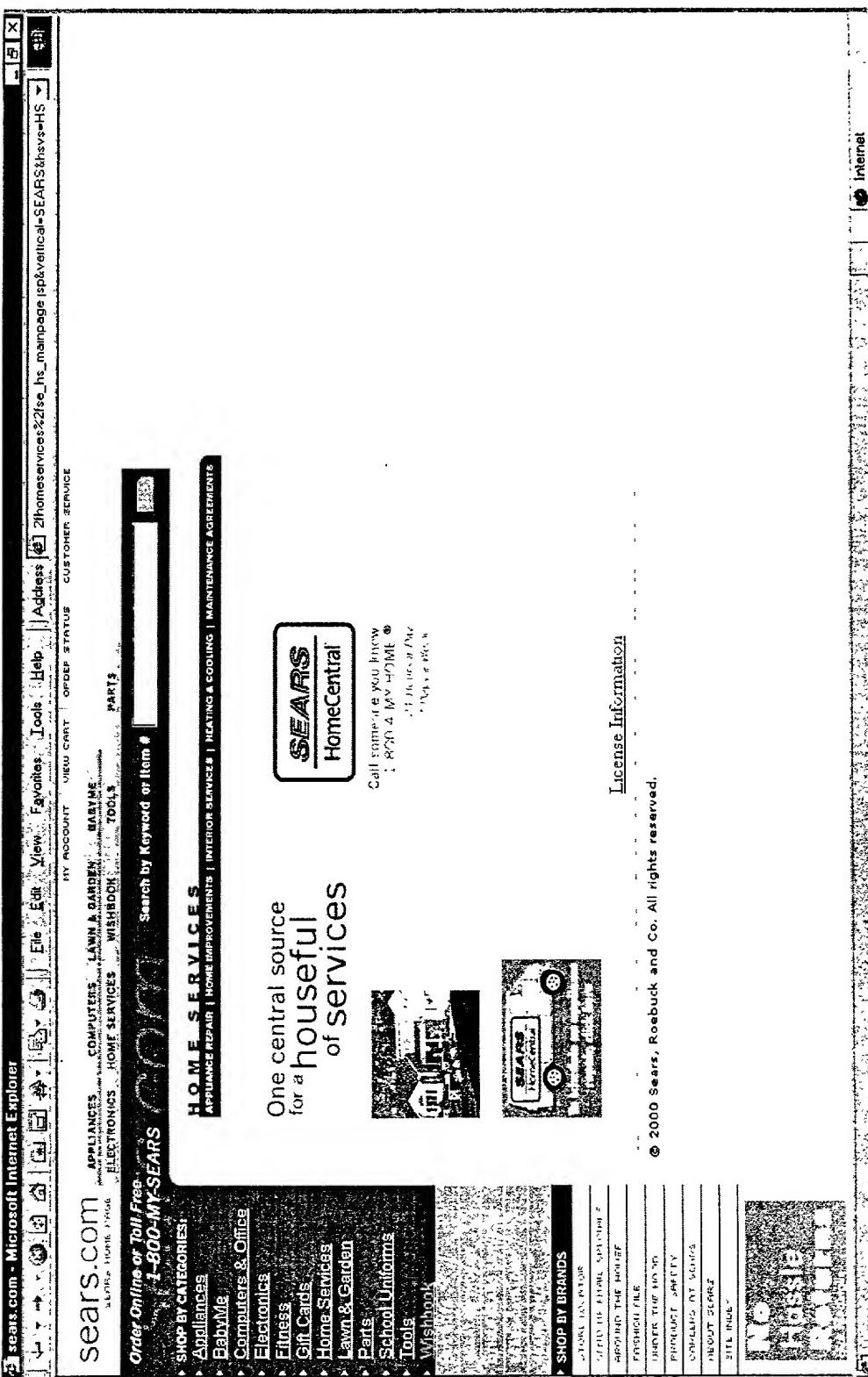


FIG. 6

FIG. 7



Sears: Appliance Repair Request - Microsoft Internet Explorer

To Schedule Repair Service or Preventive Maintenance

For Home Appliances, Heating & Air Conditioning Systems and Riding Lawn Mowers

Follow these steps to schedule your appointment.

Step 1: Please enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter enter your name, address and directions to your home.

That's it!! You will receive a call before 9:00 AM on the day you scheduled to confirm an approximate time that our service technician will arrive.

If you need to cancel, re-schedule, or check status on service you have already placed, click here.

Having trouble? Please See Our Help Page, or click the icon for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item: [Select Merchandise Item]

Brand: [Select Brand]

Purchased at Sears? [Yes]

Model Number:

For assistance, use our model number finder.

Is Item **done** **Internet**

SEARS

HomeCentral
1-800-4-MY-HOME®

FIG. 8

FIG. 9

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help.

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in **bold** must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is item under a Sears Warranty or Maintenance Agreement?

What seems to be the problem with your item?

Please indicate if you would like to schedule a Preventive Maintenance Check.

Zip Code:

PartsDirect
1-800-366-PART

GO BACK

Questions or Comments, please contact our Webmaster.

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Done

PLEASE TELL US ABOUT YOUR PRODUCT

Items in **bold** must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is item **under a Sears Warranty** or **Maintenance Agreement?**

What seems to be the problem with your item?

Please indicate if you would like to schedule a **Preventive Maintenance Check**.

Zip Code:

PartsDirect
1-800-366-PART

GO BACK

Questions or Comments, please contact our Webmaster.

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Done

FIG. 10

Having trouble? Please See Our Help Page, or click the icons for specific field help.

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is item under a Sears warranty or Maintenance Agreement?

What seems to be the problem with your item?

Zip Code:

Select Merchandise Item

Air Conditioner, Central
Air Conditioner, Window/Room
Boiler - Oil
Boiler, Evaporative or Swamp
Dehumidifier
Dishwasher
Dryer, Electric
Dryer, Gas
Freezer

Please indicate if you would like to schedule a preventive Maintenance Check.

PartsDirect
1-800-366-PART

Questions or Comments, please contact our [Webmaster](#).

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FIG. 11

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items[§] in bold must be filled in.

Item:

Brand:

Purchased at Sears?

Model Number:

Is item under a Sears Warranty or Maintenance Agreement?

What seems to be the problem with your item?

Please indicate if you would like to schedule a Preventive Maintenance check.

Zip Code:

PartsDirect
1-800-366-PART

Questions or Comments, please contact our [Webmaster](#).

[GO BACK](#) [CLEAR FORM](#) [NEXT STEP](#)

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Internet

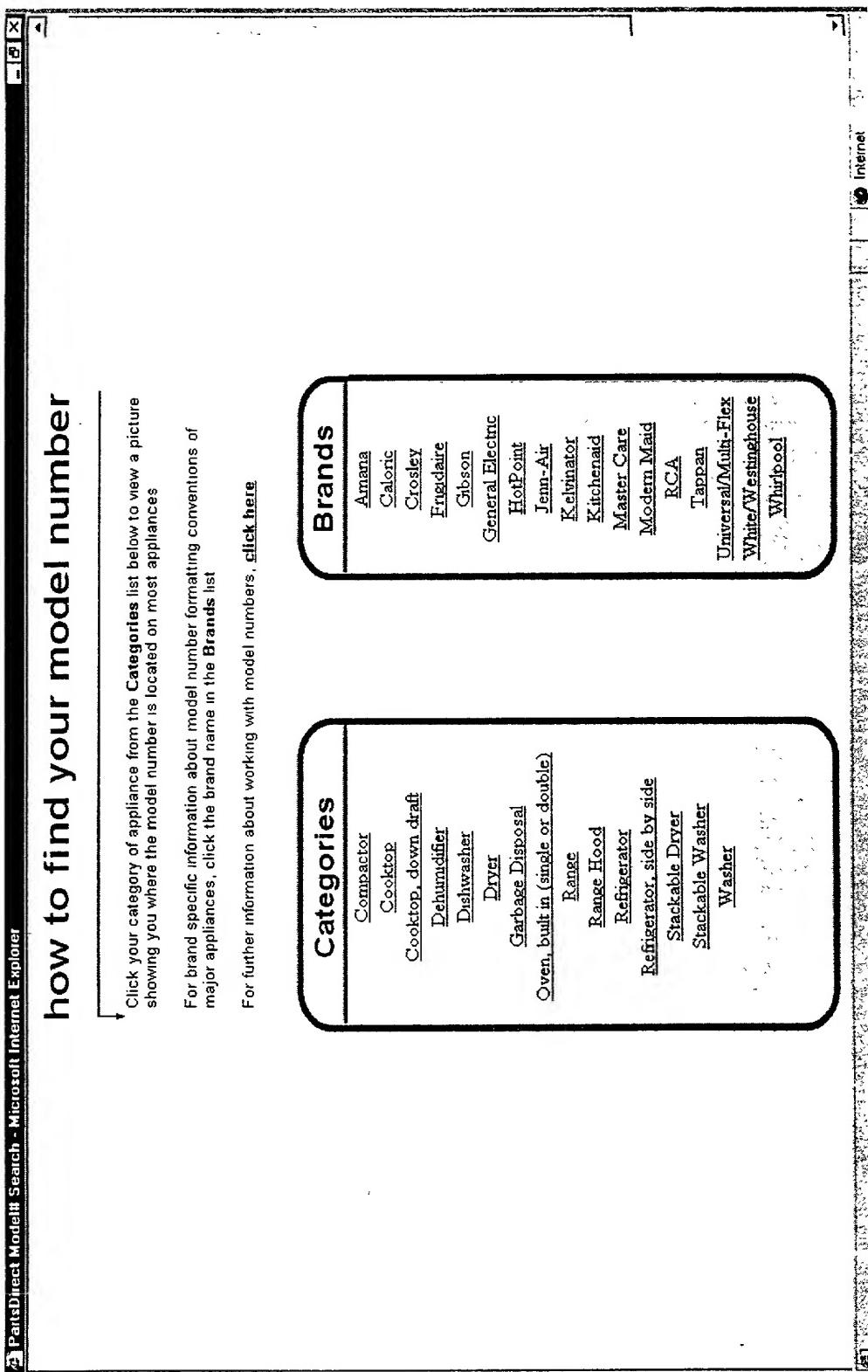


FIG. 12

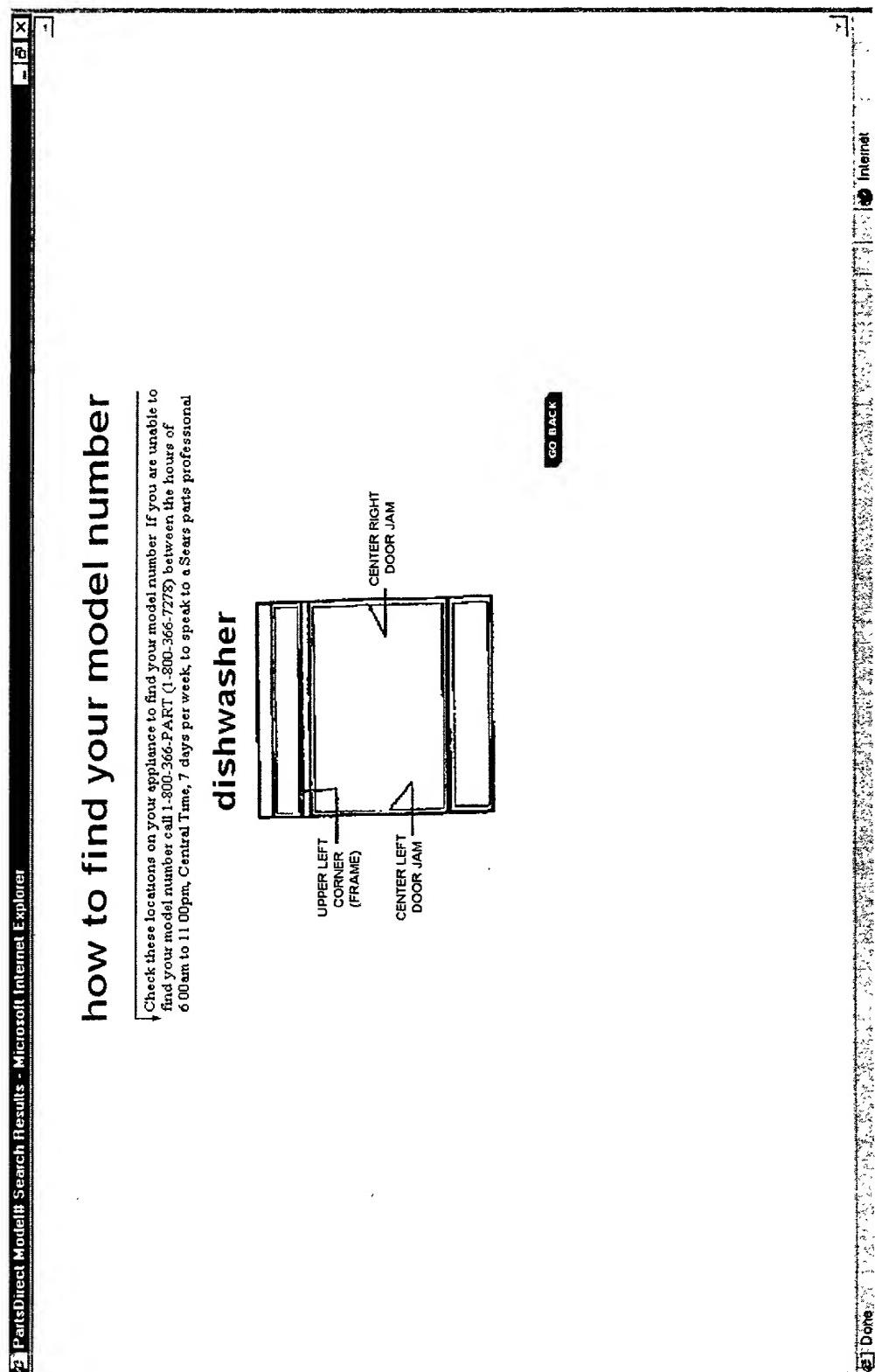


FIG. 13

Amana

Most model numbers should reflect the following numbering scheme.

Product	May proceed or follow "A"	Example Model Numbers	Further Conventions
Cooktop	K	AK2H30P113546N	
Dehumidifier	DK	DK30	
Dishwasher	DC DU SC SU	DWA22AB/P1318601W ADU7000DWW/P1307508UD	
Dryer	LE LG LS	LE71001LB/PLEU101LB	An 'E' in one of the first three positions indicates the dryer is electric, a 'G' that it is gas-driven.
Freezer	ESU C	ESU12JW/P1179615W	
Microwave	C F M R	M84T	
Range	R G	AGS730LP1141258NL	
Refrigerator	T B S	TX18MP7858516W	

FIG. 14

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item:

Brand:

Purchased at Sears? Yes

Model Number:
For assistance, use our model number finder.

Is item under a Sears Warranty or Maintenance Agreement?
 what seems to be the problem with your item?
[Leaking from the bottom
Please indicate if you would like to schedule a Preventive Maintenance Check.]

Zip Code:

PartsDirect
1-800-366-PART

Questions or Comments, please contact our [Webmaster](#).

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FIG. 15

Sears Appliance Repair Request - Microsoft Internet Explorer

Item to be repaired: Amana Dishwasher
Zip Code: 60067

SEARS
HomeCentral
1-800-4-MY-HOME®

For Repair Service: Our technician will review the repair costs with you before any work is done. If you decide not to have the unit repaired the charge will be \$60.00.

For Preventive Maintenance Checks: Should your appliance require any additional service, other than the preventive maintenance check, our technician will review the additional repair cost with you before any work is done. If you decline to have the additional service completed, you will only be charged for the preventive maintenance.

You will receive a call before 9:00 AM on the day you schedule below to confirm an approximate time that our service technician will arrive.

Having trouble? Please see our Help Page, or click the icons for specific field help

STEP TWO PLEASE TELL US ABOUT YOUR DESIRED DATE

Items in bold must be filled in.

Date
Monday, January 29, 2001
Tuesday, January 30, 2001
Wednesday, January 31, 2001
Thursday, February 1, 2001
Friday, February 2, 2001
Saturday, February 3, 2001
Monday, February 5, 2001

Done Internet

FIG. 16

STEP THREE PLEASE TELL US ABOUT YOURSELF

Having trouble? Please See Our Help Page, or click the icons for specific field help

Items in bold must be filled in.

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Address	<input type="text"/>
Apartment Number	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text" value="60067"/>
Home Phone Number:	<input type="text"/>
Alternate Phone Number	<input type="text"/>
Major Cross Streets / Special Driving Instructions	<input type="text"/>
E-mail Address	<input type="text"/>

Done **GO BACK** **CLEAR FORM** **NEXT STEP** **Internet**

FIG. 17

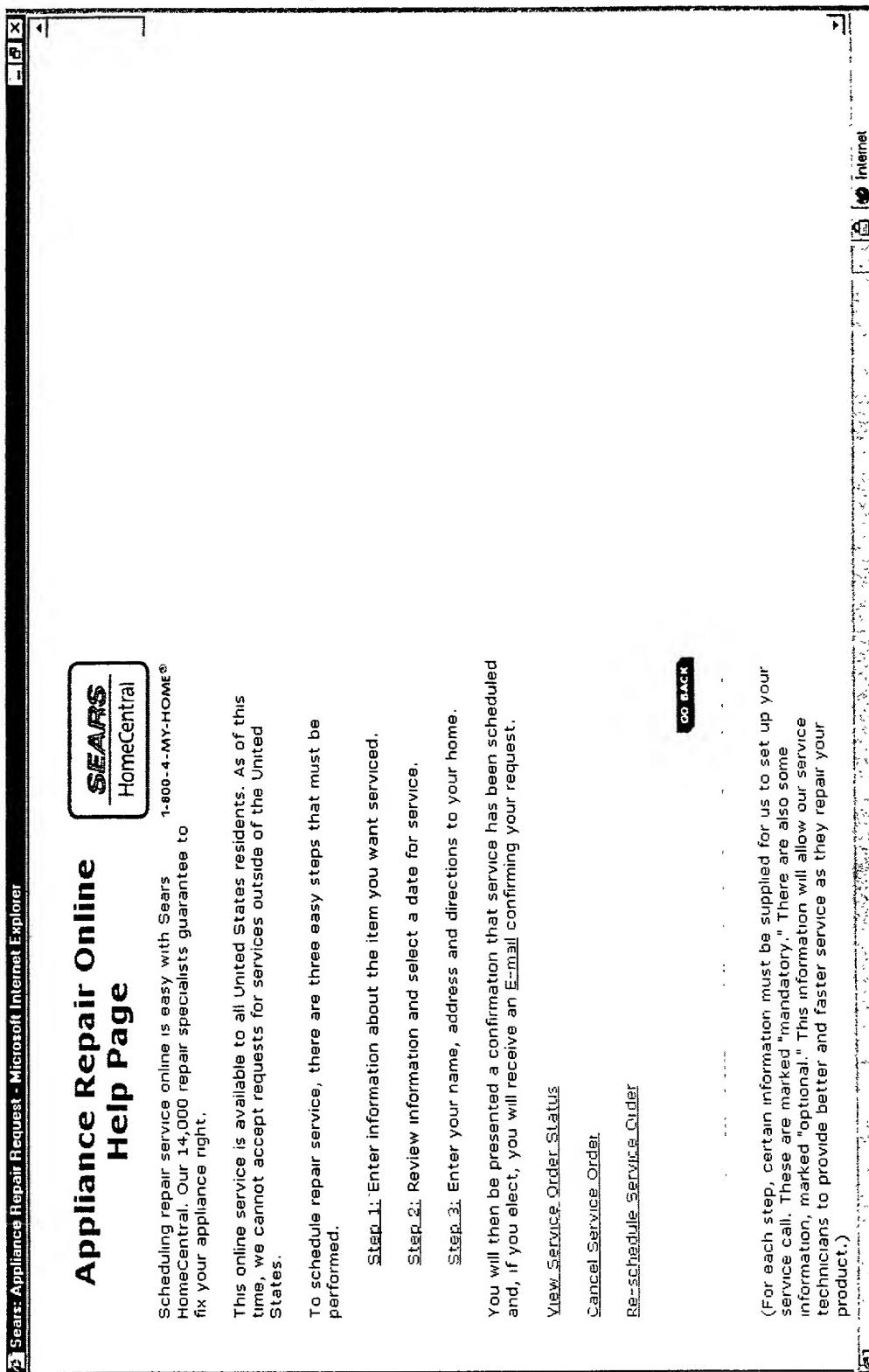


FIG. 18

FIG. 19

Sears Appliance Repair Request - Microsoft Internet Explorer

Step 1: Enter Your Merchandise

In order for us to provide you with dates our technicians are available and the minimum charge of service, we need to know what product requires service and where it is located.

Merchandise Item (Mandatory) - This drop down list contains all items and systems that may be scheduled online. If your item is not on this list, we cannot schedule it electronically. Please call 1-800-469-4663 for further assistance.

Brand (Mandatory) - This drop down list contains the brands serviced by Sears HomeCentral. Please select the brand of your appliance.

Purchased at Sears (Mandatory) - This drop down list contains three values (Yes, No and I Don't Know). Please enter whether you purchased your appliance at Sears. If you are unsure, enter "I Don't know". This information will not affect the available dates or charges.

Model Number (Optional) - If you know the model number, please enter it in this field. This information helps our technicians prepare for your service call. This information can usually be found on the appliance itself.

Warranty or Maintenance Agreement - Select whether your appliance falls under the manufacturer's warranty or a Sears maintenance agreement.

Warranty coverage varies by product, place of purchase and date of purchase. If you believe the appliance for which you are requesting service may be covered under a warranty, please call our toll free number for further assistance.

Sears Maintenance Agreements provide coverage for repairs as well as regular annual preventive maintenance checks on the covered appliances in your home. If you have a Maintenance Agreement on the appliance you are scheduling for service, please call our toll free number for further assistance.

If you are interested in purchasing or learning more about Maintenance Agreements from Sears, please call 1-800-4MY-HOME (1-800-469-4663) for further assistance 24 hours a day; 7 days a week.

Sears Appliance Repair Request - Microsoft Internet Explorer

What seems to be the problem with your product? (Mandatory)

- This information is used to give the technician a quick explanation as to what is wrong with the appliance. Some examples may be:
Leaking from the bottom.
Doesn't get cold enough.
Gasket around left door is torn.

Zip Code (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Once you have filled out the mandatory fields you may click one of the two buttons at the bottom to proceed.

Next Step - Allows us to retrieve minimum charges and available dates information for you.

Clear Form - Clears all entries back to default values.

[GO BACK](#)

Step 2: Review Charges and Dates Information

During step two (Page two) you will be presented the minimum charges and available dates that we may provide service on.

Once you review the minimum charge information, select the date that is most convenient for you so that we may continue processing your request.

Please Select a Date (Mandatory) - This box contains up to the next seven available dates which are dependent on technician availability. For Emergency service, please call 1-800-4MY-HOME (1-800-469-4663). If You desire service on a date after the last day presented, please call 1-800-4MY-HOME (1-800-469-4663) or visit our site approximately one week in advance of the day you desire.

Preferred Service Time (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

Internet

FIG. 20

Sears Appliance Repair Request - Microsoft Internet Explorer

Preferred Service Time (Optional) – To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

- Any Time – Any time within 7:00 AM to 7:00 PM.
- Morning – From 7:00 AM until 1:00 PM.
- Afternoon – From 1:00 PM until 7:00 PM.

The repair specialist will call you prior to 9 AM, on the day you have selected, to schedule a more exact time.

After you have made your selections, please click one of the two buttons below to continue.

Next Step – Will continue to a customer information page.

Decline Service – If for any reason you choose not to schedule service, this button will end your request. No customer specific information pertaining to the fields entered will be maintained.

GO BACK

Step 3: Enter Customer Information
The final step allows you to enter your name, address and directions so we may process your request. This page contains:

First Name (Mandatory) – Enter your first name in this field. If your name is longer than 11 characters, please enter the first 11 characters.

Middle Initial (Optional) – This field may contain a one character middle initial.

Last Name (Mandatory) – Enter your last name in this field. If your name is longer than 18 characters, please enter the first 18 characters.

Street Address (Mandatory) – This field is the address where the appliance to be repaired is located. Generally the format is:

C:\1234\Apt\Bldg\Apt\City\State\Zip

FIG. 21

Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

- o 1234 Anywhere Avenue
- o We cannot accept requests for PO boxes.

Apartment Number - If you live in an apartment please enter the apartment number, otherwise, leave blank.

City (Mandatory) - Enter the city which corresponds to the zip code entered in step one.

State (Mandatory) - Select from the drop down list the state that corresponds to the zip code entered in step one.

Zip Code - This label is the information you entered in step 1.

Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all future correspondence through this number.
o The format is: (123) 456-7890
o We cannot electronically accept extensions.

Alternate Phone Number - If you have an alternate phone number where you can be contacted, please enter this optional 10 digit phone number.
o The format is: (123) 456-7890
o We cannot electronically accept extensions.

Cross Streets - This provides our technicians with driving directions. If you live on a Rural Route, this mandatory field must be entered with the closest cross street. If you do not live on a rural route this field is optional.

E-mail Address - If you would like an E-mail sent to you confirming your request was made, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

After you have made your selections, please click one of the two buttons below to continue.

Next Step - Will continue to present a recap screen.

FIG. 22

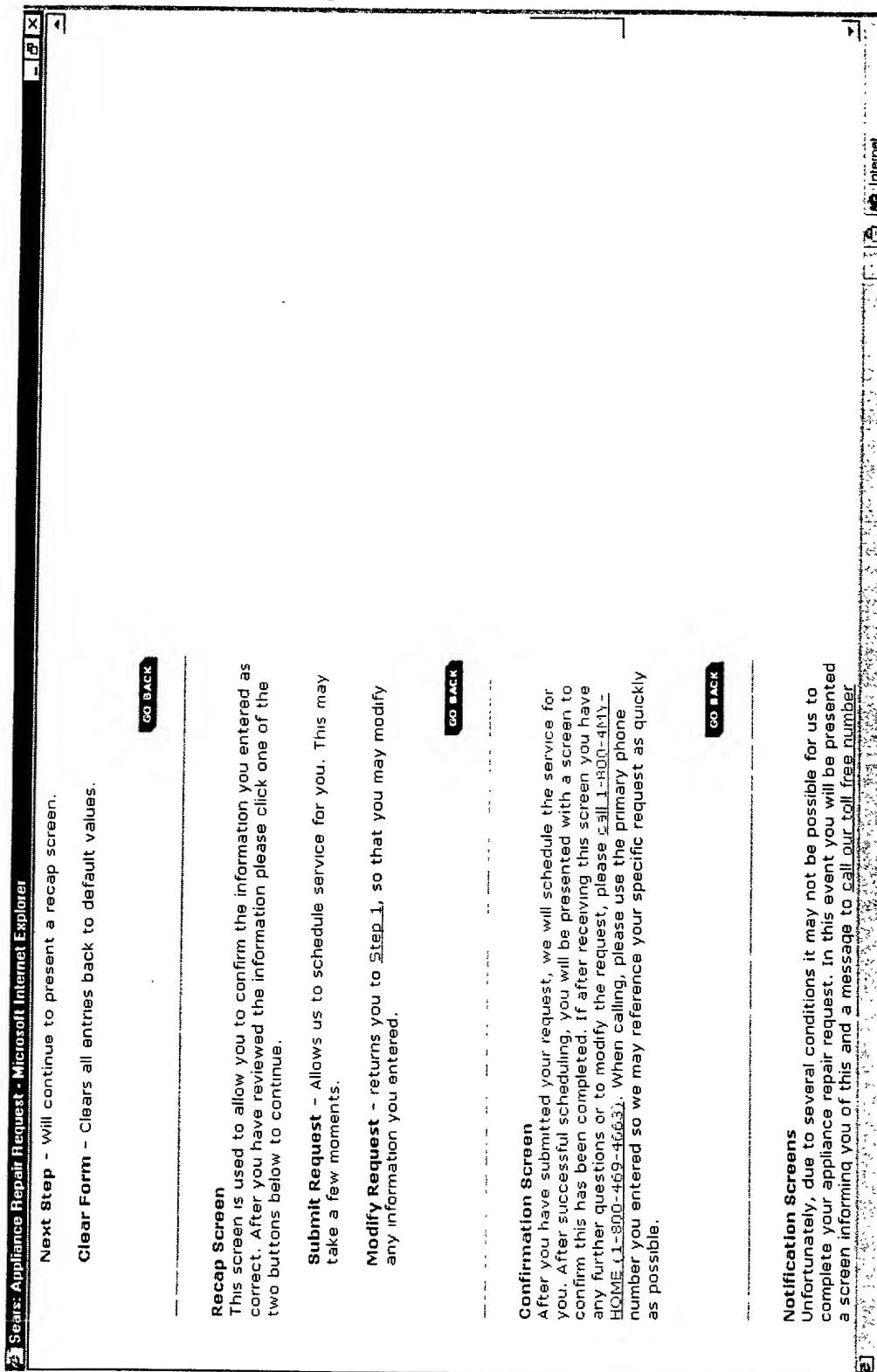


FIG. 23

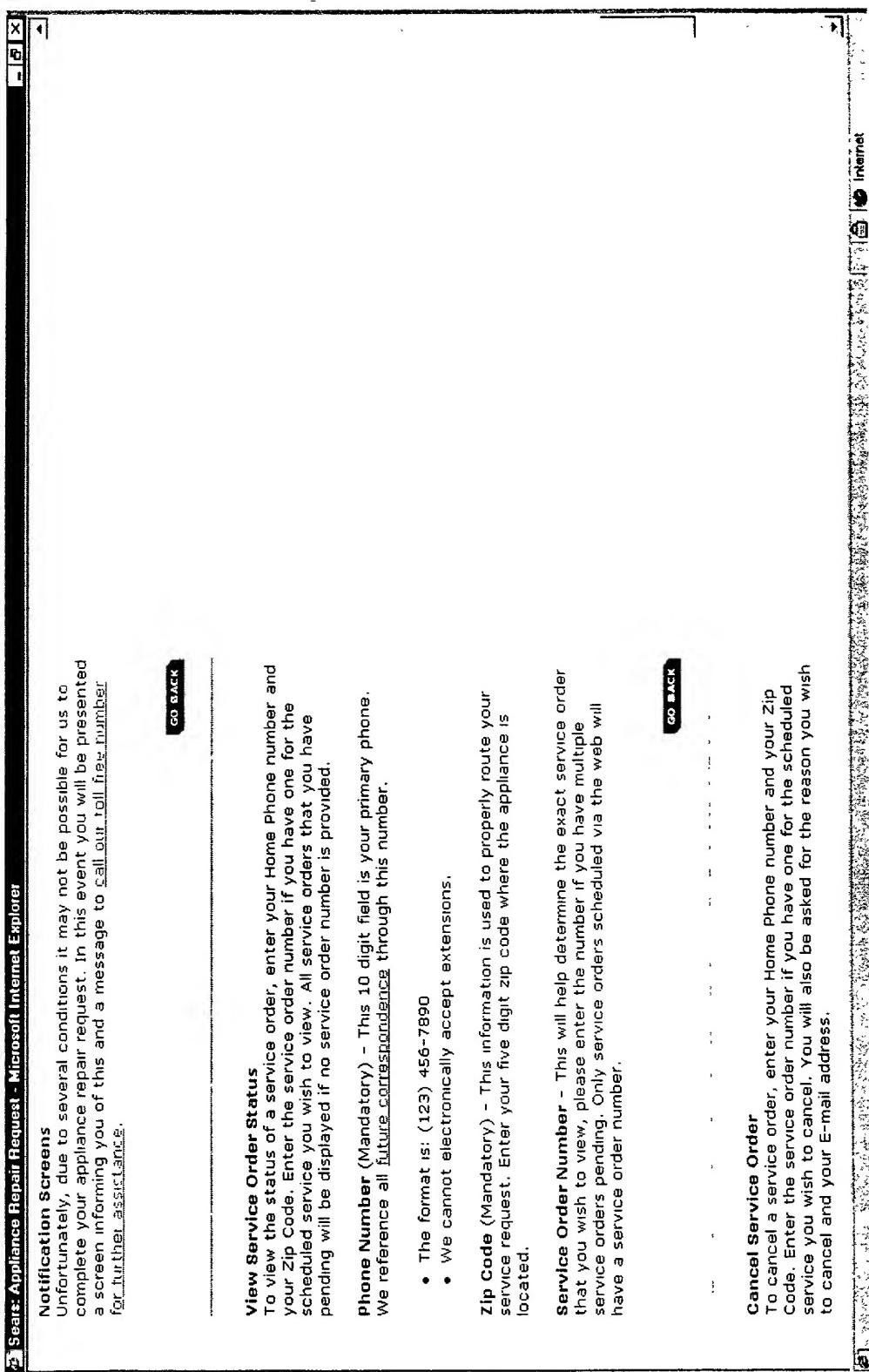


FIG. 24

Sears Appliance Repair Request - Microsoft Internet Explorer

Cancel Service Order
 To Cancel a service order, enter your Home Phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to cancel. You will also be asked for the reason you wish to cancel and your E-mail address.

If your service order has been successfully cancelled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be cancelled the day before it is scheduled.**

Cancel Reason (Mandatory) - Enter the reason you are canceling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the cancellation was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

GO BACK

Re-Schedule Service Order
 To re-schedule a service order, enter your Home phone number and your zip code. Enter the service order number if you have one for the scheduled service you wish to re-schedule. You will be asked for the reason you wish to re-schedule, your E-mail address, and to choose the new date and time for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be re-scheduled the day before it is scheduled.**

Re-Schedule Reason (Mandatory) - Enter the reason you are re-scheduling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

Internet

FIG. 25

Sears: Appliance Repair Request - Microsoft Internet Explorer

[Go Back](#)

Re-schedule Service Order
 To re-schedule a service order, enter your Home phone number and your zip code. Enter the service order number if you have one for the scheduled service you wish to re-schedule. You will be asked for the reason you wish to re-schedule, your E-mail address, and to choose the new date and time for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be re-scheduled the day before it is scheduled.**

Re-schedule Reason (Mandatory) - Enter the reason you are rescheduling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

[Go Back](#)

Further Service
 If you would like to speak to one of our operators to assist you, please call our 24 hour, 7 day a week toll free number at 1-800-4MY-HOME (1-800-469-4663).

[Go Back](#)

Questions or Comments, please contact our Webmaster.

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[Internet](#)

FIG. 26